Serial No.: 09/241,335   Attorney Docket No.: 1999P7449US02

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Claim 1 (previously presented): An interactive voice response system, comprising:

a plurality of general-purpose blocks, each general-purpose block being coupled to at least one other general-purpose block, wherein each general-purpose block plays a prompt and is configurable to at least two configurations, one configuration sends a first signal without requiring input after playing the prompt and another configuration sends a second signal according to received input after playing the prompt; and

a plurality of transfer blocks, each transfer block being coupled to a general-purpose block to receive one of the first or second signals and is configurable to transfer a call to a specified telephone number.

Claim 2 (original): The system of claim 1, wherein each general-purpose block plays a prompt by accessing a sound file.

Claim 3 (original): The system of claim 2, wherein the sound file accessed by each general-purpose block can be configured.

Claim 4 (original): The system of claim 1, wherein if a general-purpose block is configured to send the second signal according to received input, the general-purpose block receives the input.

Claim 5 (original): The system of claim 4, wherein the general-purpose block receives the input by receiving dual tone multiple frequency (DTMF) input.

Claim 6 (original): The system of claim 5, wherein the DTMF input represents a key or a string of keys.

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Claim 7 (original): The system of claim 4, wherein the general-purpose block plays a no-input prompt if the general-purpose block does not receive the input within a predetermined amount of time.

Claim 8 (original): The system of claim 4, wherein the general-purpose block processes the received input by selecting the second signal according to the received input.

Claim 9 (original): The system of claim 4, wherein the general-purpose block determines if there was an error in the received input.

Claim 10 (original): The system of claim 9, wherein the general-purpose block sends an error prompt if there was an error in the received input.

Claim 11 (original): The system of claim 10, wherein the general-purpose block continues receiving the input after the error prompt is played.

Claim 12 (original): The system of claim 10, wherein the general-purpose block plays the prompt after the error prompt is played.

Claim 13 (canceled)

Claim 14 (original): The system of claim 1, wherein the second signal from a first general-purpose block is received by a second general-purpose block.

Claim 15 (previously presented): A method of generating an interactive voice response application, comprising:
    providing a plurality of general-purpose blocks, each general-purpose block being preconfigured to send signals to at least one other general-purpose block;
        selecting a general-purpose block;
        specifying a prompt that the selected general-purpose block will play;
        specifying one of two configurations, where in one configuration the selected general-purpose block will send a first signal without requiring input after

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playing the prompt and in another configuration the selected general-purpose block will send a second signal according to received input after playing the prompt;

      providing a plurality of transfer blocks, each transfer block being coupled to a general-purpose block to receive one of the first or second signals to transfer a call to a telephone number;

      selecting a transfer block; and

      specifying the telephone number for the selected transfer block.

      Claim 16 (original): The method of claim 15, wherein specifying a prompt that the selected general-purpose block will play includes specifying a sound file that stores the prompt.

      Claim 17 (original): The method of claim 15, further comprising specifying the input that is to be received if it is specified that the second signal will be sent.

      Claim 18 (original): The method of claim 17, wherein the received input is dual tone multiple frequency (DTMF) input.

      Claim 19 (original): The method of claim 18, wherein the DTMF input represents a key or a string of keys.

      Claim 20 (original): The method of claim 15, further comprising specifying a no-input prompt that the selected general-purpose block will play if no input is received within a predetermined amount of time.

      Claim 21 (original): The method of claim 15, further comprising specifying an error prompt that the selected general-purpose block will play if there is an error in the received input.

      Claim 22 (canceled)

      Claim 23 (previously presented): The method of claim 15, further comprising specifying the telephone number.

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Claim 24 (previously presented): A method of modifying an interactive voice response system at run-time, comprising:

executing the interactive voice response system, the system including a plurality of general-purpose blocks and a plurality of transfer blocks that are configurable to transfer a call to a specified telephone number;

modifying a configuration of a selected general-purpose block; and

updating the configuration of the selected general-purpose block at run-time.

Claim 25 (original): The method of claim 24, wherein modifying a configuration of a selected general-purpose block includes storing a configuration parameter in a database.

Claim 26 (original): The method of claim 25, wherein an object monitors the database and sends a signal to the selected general-purpose block that the configuration has changed.

Claim 27 (new): The system of claim 1 wherein a function of each general purpose block changes depending on whether the general purpose block is configured to the configuration that sends the first signal or the configuration that sends the second signal.

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